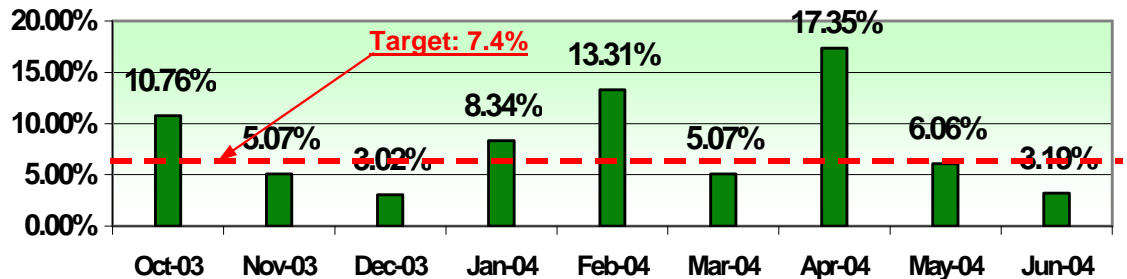


QC/QA NEWSLETTER

"To enrich lives through effective and caring service"

FOOD STAMP QC PAYMENT ERROR RATE FEDERAL FISCAL YEAR 2004



QUICK TIPS - FOOD STAMPS

When a participant receives multiple checks such as bonus checks, tips, commission checks and vacation pay on the same pay date as their regular pay check, combine the amounts and enter total amount on LEADER. Be sure to document your actions on the **Case Comments** screen.

If mid-quarter, the EW receives information from the Department of Children and Family Services (DCFS) that a participant's child was removed from the home and placed in Foster Care, this is a county initiated change and the participant's Food Stamp benefits can be reduced mid-quarter.

QUICK TIPS - MEDI-CAL

In recent State reviews, the highest error rate concentration is Agency failure to terminate ineligible persons on MEDS following LEADER termination. Avoid this error by:

- ▶ When terminating a case or an individual on LEADER, be sure that a MEDS printout reflects the termination for every individual. To ensure LEADER updates MEDS with a proper termination, the *primary identifiers* must match on both systems:

Primary Identifiers:
County ID: (19-30-1234567-1-02)
MEDS ID: (SSN or Pseudo)
CIN: (123456789)
Birthdate: (MM/DD/YYYY)



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